



COMPANY POLICIES

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Policies last reviewed: March 2019

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Sales Director

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Policies next to be reviewed: December 2019

POLICY ON RISK ASSESSMENTS

Studio Cambridge recognises that Risk Assessment is one of the cornerstones of good health and safety management. It makes a significant contribution to promoting welfare and reducing health & safety risks to employees, students, visitors and others who may be affected. Every person within the Company has a significant contribution to make to ensure that health and safety standards are maintained and that risk levels are reduced.

Studio Cambridge carries out comprehensive risk assessments for all potentially hazardous activities and situations, regularly reviews them, and implements the controls necessary to reduce the risks to an acceptable level. Training and guidance to employees on how to complete risk assessments is provided, following the principles of prevention by aiming to:- eliminate the hazard at source or reducing the hazard, preventing contact with the hazard, and implementing safe systems of work.

Aims

That all members of Studio Cambridge staff do everything reasonably practicable to protect the safety, health and welfare of all involved with the Company.

Procedures

- Generic risk assessments are carried out and kept permanently on file for all areas identified for the Company's day to day business activities.
- All such risk assessments are documented for on-going use and are reviewed at least once a year, with new control measures implemented where needed.
- If there is a significant change to activity or equipment being used, risk assessments will be immediately reviewed and updated, and control measures will be implemented.
- At the review stage, an updated document is sometimes created and used as a work in progress document. Once all risks are identified and controlled they will be added to the generic risk assessment documents.

The Facilities Manager is responsible for updating and reviewing the following risk assessments:

Year-round Buildings and Residence

- Main School Buildings Risk Assessment
- Main School Buildings Risk Assessment Update
- Main School Fire Risk Assessment
- Main School Fire Risk Assessment Update
- Main School Risk Assessment Kitchen & café
- Main School Risk Assessment Cleaning
- Tripos Buildings Risk Assessment
- Tripos Fire Risk Assessment
- Risk Assessment for Emergency Response and Action Plan

The Safeguarding team are responsible for updating and reviewing the following risk assessments:

Social Programme and Free Time

- Activities Risk Assessment
- Excursions Risk Assessment
- Cambridge Free Time Risk Assessment
- London Free Time Risk Assessment
- Risk Assessments for service providers

Care of Under 18s and Vulnerable Students

- Risk Assessment for Juniors and Adults sharing premises
- Risk Assessment for Travelling to Cambridge Independently
- Risk assessment form for under 18s or vulnerable adults in school
- Risk Assessment for under 18s going into Adult classes
- Risk Assessment for Juniors in Private Accommodation
- Risk Assessment for Staff starting without a DBS check completed
- Risk Assessment for Prevent duty

Summer Camps

- Risk Assessments for Residences
- Risk Assessments for Summer Camp Centres

Reviewed: Mar 2019 by RM, LE, RE & MD

POLICY ON HEALTH AND SAFETY



1. Introduction

In line with the Health and Safety at Work etc. Act 1992, this document is distributed to all staff in order to outline the Company's general policy regarding the health and safety of his employees and students, and to inform all concerned of the organisation and arrangements for its implementation.

Copies of the Company's Health and Safety Handbook and the Health and Safety at Work (etc) Act, 1992 are available for inspection upon application to a senior manager or the Head of Health & Safety.

2. Statement of policy

It is the policy of the Company to take all reasonable precautions to ensure the health, safety and welfare at work of its employees and students, and also to protect all other persons whilst on the Company's property from risks to health and safety.

3. Health and safety rules

In order to implement the above policy:

- The Company undertakes to provide and maintain its premises and equipment so that, so far as is reasonably practicable, they are safe without risk to health.
- The Company undertakes to provide such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of all staff and students.
- Staff and students are required to observe all detailed regulations appertaining to matters of health and safety applicable within their respective working areas. All senior managers are responsible for ensuring observance of such regulations, so far as is reasonably practicable. Those using facilities and equipment, particularly when unsupervised, have a responsibility to do so only with the full regard to the safety of themselves and others.
- The General Manager encourages full consultation with staff through the Health and Safety Group, which is responsible for the initial consideration of all matters relating to health and safety on the Company's premises.
- The Company will require contractors engaged on the premises to comply with their policies regarding health and safety.
- Accidents occurring on the Company's premises should be recorded either by the person concerned or by someone acting on his/her behalf, in the Company's Accident Book.
- Staff and students are required to take reasonable care for the health and safety of themselves and of all other persons who may be affected by their acts and/or omissions at work. In particular, safety equipment provided should be used whenever appropriate.
- Staff and students are required to co-operate with the Company in complying with all safety instructions and in enabling the Company to discharge its responsibilities under the Act.
- Employees are reminded that the requirements above are statutory duties under the Health and Safety at Work etc. Act, which further provides that:

'No persons shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions'

- Any apparent defects, unsafe practices, unsafe or unhealthy conditions should be reported immediately to a member of the Health and Safety Group. For example, attention is drawn to unsafe practices which must be avoided such as propping open fire doors or overloading electrical circuits.
- The Company is committed to carrying out Risk Assessments and Fire Risk Assessments in accordance with Management of Health and Safety at Work Regulations 1992.

Reviewed: Jan 2019 by LE & RM

POLICY ON FIRE SAFETY

1. Introduction

It is the policy of the Company to ensure, so far as is reasonably practicable, that all staff, students, contractors and visitors are protected from the risk of fire whilst on the premises. This policy explains how the Company complies with the Regulatory Reform (fire safety) Order 2005, to ensure that, where possible, fire is prevented and that any fire risks are adequately controlled.

2. Policy objectives

- To safeguard all persons from death or injury in the event of fire by the effective management of fire safety
- To minimise the risk of fire and to limit the spread of fire
- To minimise the potential for fire to disrupt services, damage buildings and equipment, or harm the environment.

3. Responsibilities

Responsibility for overseeing fire safety within the Company as a whole lies with the General Manager, supported by the Health & Safety Group.

The Company delegates the day to day responsibility for managing fire safety at Studio Main School to the Head of Health & Safety. He is supported by professional services provided by ACE Security, Chubb & electrical contractors.

The Company delegates the day to day responsibility for managing fire safety at rented off-site facilities to the centre Course Director, supported by the Company's Summer Planning Group and overseen by the Head of Health & Safety.

Facility providers at the course centres are asked to provide their own risk assessments in advance and before the start of each course, the Course Directors work closely with facility providers to ensure that a full fire risk assessment will be made, based on Studio's specific use of the facilities.

4. Managing fire safety

The Head of Health & Safety at Studio Main School will:

- ensure that all means of escape are properly maintained, kept free from obstruction and are available for safe and effective use at all times (including emergency lighting), taking into account the needs of any disabled users
- provide and maintain all fire fighting appliances and devices including:
 - fire detection and alarm systems
 - fire fighting equipment
 - notices and signage relating to fire procedure
- carry out fire safety risk assessments on all buildings to ensure that facilities are compliant, to identify any special risks, (e.g. the storage of hazardous materials) and to ensure appropriate procedures are in place to minimise the risks
- ensure that all staff, students, contractors, visitors, off-site course centres and third-party hirers are made aware of, and comply with, the Company's fire policy and procedures
- ensure that a team of staff fire marshals are trained and kept informed of any changes to policy and procedures
- monitor and review this policy on a regular basis, so as to ensure that any new risk or alteration to regulations is addressed

5. Monitoring

The Company utilises the services of various outside personnel to carry out effective monitoring of its duties at Studio Main School.

- Fire detection and alarm systems are maintained and checked by ACE Fire & Security. The alarm sounders are tested on a regular (weekly) basis
- Emergency lighting is checked regularly by the electrical contractor
- Notices and signage are updated as and when required
- Fire fighting equipment is checked regularly by maintenance staff and the extinguishers are checked and replenished or replaced annually by Chubb Fire
- Fire safety procedures are regularly reviewed at Health & Safety Group meetings
- A fire log-book, which contains records of fire safety issues, is kept by the Head of Health & Safety. Issues logged include, fire tests, fire drills, system faults and servicing information
- All other necessary documentation i.e. firefighting equipment certificates, a list of fire marshals and staff training records is kept in the company Health & Safety folder

6. Fire risk assessments

The Company carries out comprehensive fire risk assessments of Studio Main School buildings and works closely with facility providers to provide risk assessments of all rented summer centre facilities.

The fire risk assessments identify who will be at risk if there is a fire where people may be working and who else might be at risk, either in the premises or nearby.

The fire risk assessment will be reviewed and amended if it is either no longer valid or of any changes are planned, such as:

- structural changes which may affect the spread of fire
- changes to processes or equipment which may introduce new fire hazards

7. Fire safety training

Fire drills are carried out regularly to evaluate the effectiveness of the Company's evacuation procedures. Feedback is taken from staff involved in the drills and the findings of the drills are reported to the Health and Safety Group. Any conclusions and remedial actions are recorded and implemented.

Staff receive basic fire safety induction training and attend refresher sessions when required. Staff designated as fire marshals receive more detailed instruction including the use of fire fighting equipment.

8. Evacuation procedures

The evacuation procedures to be followed are available to all staff in the Studio Cambridge Policies document and on display in all classrooms and noticeboards on the premises. This document details the responsibilities of staff and individuals during an evacuation.

Reviewed: Jan 2019 by MD & RM

POLICY ON CHILD PROTECTION AND SAFEGUARDING



All staff working at Studio Cambridge should know the name of the Designated Safeguarding Lead (and Deputy Designated Safeguarding Leads) and follow relevant child protection and safeguarding policy and procedures.

All staff have a duty to report any child protection concerns to the Designated Safeguarding Lead (or a Deputy Designated Safeguarding Lead).

1. Child protection and safeguarding statement

Studio Cambridge believes that every child regardless of age or nationality has at all times and in all situations a right to feel safe and protected from any situation or practice that results in physical or psychological damage. We believe that safeguarding the welfare of students is of paramount importance.

Students' worries and fears will be taken seriously if they seek help from a member of staff and, where possible, their confidentiality will be respected. However, staff cannot promise confidentiality if concerns are such that referral must be made to appropriate agencies in order to safeguard the child's welfare.

If a member of staff has suspicions about a child's physical, sexual or emotional well-being, or that they are being neglected, they have a duty to notify the Designated Safeguarding Lead.

Studio Cambridge will ensure that all staff are trained to:

- be alert to the possibility that a child is at risk of suffering harm
- know how to report concerns or suspicions

The Designated Safeguarding Lead (DSL)

There will be a member of staff, who is named as the Designated Safeguarding Lead. This person will have knowledge and skills in recognising and acting on child protection concerns.

The DSL will act as a source of expertise and advice. He or she will be responsible for coordinating action within the Company and liaising with outside agencies. Studio Cambridge will ensure that the DSL receives the appropriate training.

If the DSL is unavailable, one of the Deputy DSLs will undertake these duties. There will always be a DSL or Deputy DSL available to contact by phone (via the EP if outside office hours).

Studio Cambridge is committed to:

- safeguarding the welfare of students through positive measures to address bullying, especially where this is aggravated by sexual or racist factors, or disability or special education needs
- employing a member of staff as DSL and providing appropriate training in safeguarding children, which will be regularly updated
- ensuring that all members of staff are aware of who the DSL and Deputy DSLs are and their role
- ensuring that all members of staff are aware of our child protection procedures
- information sharing when appropriate. The DSL will discuss any concerns with the MASH or LADO as appropriate
- ensuring, through correct recruitment procedures, that all staff employed are suitable to work with children. This will include undertaking DBS checks and taking references.
- promptly reporting to the DBS, any person whose services are no longer used because he or she is considered unsuitable to work with children
- ensuring that deficiencies or weaknesses which are identified in the child protection and safeguarding arrangements are remedied without delay
- undertaking an annual review by the Operations Manager of the Company's child protection and safeguarding policies and procedures, and the efficiency with which related duties have been discharged

2. Safeguarding policies and procedures

Recruitment

In order to ensure that children are protected whilst at Studio Cambridge, we will ensure that our staff are carefully selected, screened, trained and supervised.

The school operates safe recruitment procedures in accordance with the requirements of the DBS and the Independent School Standards Regulations. Studio Cambridge also seeks to ensure that other people working on the school and summer centre sites (not employed by Studio Cambridge), who have contact with students, have also had the necessary recruitment checks made by their employer or other agency.

In particular, before appointing any member of staff the school will:

- ensure that references are checked
- either carry out an Enhanced DBS check or check the status of an Enhanced DBS check via the online subscription service, with the applicant's written permission. If the status has changed we will carry out a new DBS check.
- ensure all applicants have read and signed the Children Act 1989 and Rehabilitation of Offenders Act 1974 declaration forms
- ask the applicant to provide a police check from the country they last worked in if they are recruited from outside the UK. If we cannot obtain an overseas police check, we will take a third reference, including at least one reference from an overseas employer.
- take an additional reference from an employer in the intervening period for staff who have been DBS-checked, work abroad during the year and return in subsequent years (i.e. for summer work)
- request a check against the Prohibited List for staff who have taught in primary or secondary education (state or private).

If other checks have been completed, but the DBS check is still being processed, the Company will carry out a separate Barred list check and allow a member of staff to begin work with a risk assessment and appropriate supervision of that person in place.

In addition, to ensure that the following checks are satisfactorily completed before a person takes up a position, we will check:

- identity to establish that applicants are who they claim to be (through passport, driving licence etc)
- academic certificates to ensure that qualifications are genuine
- previous employment history and ensure any gaps are accounted for
- evidence of visa status and permission to work

Induction and training

All new members of staff will receive induction training, which will give an overview of the organisation and ensure they know its purpose, values, services and structure, as well as identifying and reporting abuse, and confidentiality issues.

Existing staff will be expected to attend training on safeguarding children that will enable them to fulfill their responsibilities in respect of child protection effectively. Studio Cambridge will provide this training through the DSL. This training will be updated every 2 years. Training for the DSL in Child Protection and Safeguarding issues will be updated every 2 years.

Furthermore, we will renew DBS checks on staff every 3 years or check their status on the online subscription service annually. Staff are required to inform their Line Manager or one of the company's Directors if they receive a caution or conviction for any offence whilst working for Studio Cambridge.

External suppliers

Business letters or emails are required from the legally authorised representatives of all external suppliers who may have unsupervised contact with Studio's young students (e.g. taxi companies and coach / tour operators), stating that they have taken reasonable steps to ensure that a sufficient level of protection for students under the age of 18 is provided.

Student welfare presentations

All students attend a welfare presentation meeting on their first day in school. The following areas are discussed:

- Their feelings about their transfer, accommodation and experience of their stay so far

- Class times and the necessity of attending all lessons
- Whom to consult if they have a problem with their classes, accommodation or personal issues
- What time they are advised to return home in the evening
- The Studio Code of Conduct
- The legalities relating to buying alcohol, visiting pubs, taking drugs etc.

An orientation tour of the school, campus and/or the city will precede or follow the meeting. Students are introduced to the Student Services team so they are aware of where to go for first aid or pastoral support.

3. Accommodation policies and procedures

In order to ensure that homestay hosts are suitable for hosting Studio Cambridge students, appropriate checks will be made to assess their suitability. All new hosts will be visited and assessed for suitability by our Homestay Visitors, in close liaison with the accommodation team. References will be taken and enhanced DBS disclosures will be obtained from all new hosts before they are allowed to host students. We aim to revisit existing hosts on an annual basis.

Studio Cambridge may be required to share information with relevant agencies, including Safeguarding Leads in other language schools, if there are any safeguarding concerns raised whilst a student is in homestay. This will be considered on a case by case basis. This complies with the Data Protection Act 2018 and General Data Protection Regulations.

i. Homestay and residential accommodation for under 18s

Studio Cambridge undertakes to take reasonable steps to ensure that a sufficient level of protection for all students under the age of 18 is provided.

Unless by specific request, in writing and with the approval of parents or guardians:

- students aged 15 years or under will be accommodated in a house with students of a similar age, (ages 13 to 17), and not with students aged 18 years or over
- students aged 18 & 19 will not be accommodated in a house with students aged 15 or under
- students aged 20 or over will not be accommodated in a house with students aged 17 or under
- students aged under 16 will not live in homestay accommodation for more than 27 days unless the host is registered as a foster parent.
- Homestay accommodation will not be offered to students under the age of 18 until:
 - homestay providers have been interviewed and their premises inspected by a Studio member of staff
 - homestay providers and resident adults living on the premises have completed and signed the Children Act 1989 declaration form
 - two references for the homestay provider have been taken up
 - the lead host has been DBS checked.

ii. Private Fostering

In addition to the above, the following guidelines are in place for private fostering cases:

- homestay arrangements for students aged under 16 and staying in homestay accommodation for 28 consecutive days or longer will be referred to the Specialist Fostering Team as their host must register as a private foster carer.
- provisions will be made for in-school visits by social workers to meet with private fostering students within the first 7 days of their study.
- students in private fostering arrangements must not be placed with other students aged 16 or over from any organisation.
- a maximum of three students will be placed with a private foster carer host at any one time.

4. Supervision and safety

Under 18s on mini-stay group courses

For students who are under 18 and studying as part of a mini-stay group, (on an integrated course or as part of a closed group).

- Students are not allowed to stay out overnight or to leave the city without a Group Leader
- The night time curfew is 22:00.

Students may not miss activities or excursions, unless they are unwell or have specific permission from their group leader and/or their parents. In the case of permission being granted, it is made clear to group leaders and parents that neither the hosts nor the school can be held responsible for the student's supervision at that time. We also get assurance from the Group Leader that he or she is personally responsible for the student during the period in question

Under 18s on integrated courses

Students who are under 18, studying on a regular integrated course, and not part of a group:

- are expected to attend all classes unless they are unwell.
- have an evening curfew of 22:00.
- are not allowed to travel independently outside of Cambridge.

Sir George students

Students who are studying on our Sir George programme, and not part of a group:

- are expected to attend all classes and activities unless they are unwell.
- must be in the homestay by 22:00 each evening.
- are not allowed to travel independently outside of Cambridge.

Summer camp curfews

- Students on Sir Edward, Sir Henry, Sir Richard and Sir Laurence are not allowed off-campus unless on a school organised activity or excursion.
- Students on Sir William are allowed off-campus in the afternoon but must be back on-site by 17:30 (unless on a school organised activity or excursion).
- Students on Sir Michael must be in their residence or homestay by 22:00.
- Students on Sir Christopher must be on campus by 21:30.

Summer camp attendance and supervision

- All scheduled off-site activities and excursions are supervised by staff with a ratio of 1 staff member to a maximum of 15 students.
- Students may not miss compulsory lessons, activities or excursions, unless they are unwell or are accompanied by their group leader or an adult family member, and consent has been received.
- Students are not allowed to travel outside the city (except on a school organised excursion), unless they are accompanied by their group leader or an adult family member, and consent has been received.

4. Summer camp policy for reporting late or absent students

Students on summer camps are expected to attend all classes. If a student hasn't arrived at the class within 15 minutes of the start of the lesson, the teacher must notify the welfare team (WO & AWO).

Depending on the summer camp, this may be done via email or WhatsApp. If the classroom has a laptop, the teacher may use this to send the email to the welfare team. Alternatively, teachers may send the message via their own mobile phone. The Course Director will decide what works best at their centre.

If a teacher doesn't have a mobile phone that they can use, or if the centre does not have Wi-Fi, they must discuss this with the Course Director and an alternative procedure will need to be put in place for this teacher's class (for example, the DoS or WO goes to that classroom 15 minutes after the start of the lesson).

The welfare team will immediately start chasing up any missing students, whilst continuing to monitor their emails/Whatsapp messages in case the student arrives later.

A log will be kept by the Welfare team of all late students and outcomes.

5. Students younger than the specified age range of the course

Occasionally, through error by parents or agents, students under the specified age range are enrolled on a course. In these cases, they are more vulnerable to the influences of older students and we should take the following extra precautions:

- Immediately the error is discovered it is reported to the Sales Director. The Sales Director will work with the parents and/or agent to see what remedies can be applied, including moving the student to another programme with the appropriate age range. We maintain the right to make such a move even over the objection of parents and agent since the student's wellbeing takes precedence over any other consideration.
- If it is decided that it is in the best interests of the student not to be moved, the Sales Director will still ensure that parents and agent are aware of the problem and our solution, and the agent will be informed that better care must be taken in providing accurate details on prospective students when making bookings in the future.
- If an under-age student is allowed to continue with his or her programme, the host college, if any, will be informed of the decision and the reason for taking it.
- The Course Director or Welfare Officer speaks with any such students on arrival to check they are OK and to assess their maturity. The level of additional supervision will depend on that and future assessments. They check with the students again as needed during the programme.
- Other staff are made aware that the student is under the age of the programme and needs special care and attention.

Students who have a birthday whilst on our course

Students who wish to enrol but have a birthday whilst the course is running making them a year older than the maximum age of the camp, will be accepted, except for at Sir William, whereby the student would be turning 18.

Students who are younger than the minimum age but turn the correct minimum age during the course, will not be accepted onto the course unless in special circumstances, agreed on by the Management Team.

6. Confidentiality

The Company and its staff will ensure that all data about students is handled in accordance with the requirements of the law, and any national and local guidance. Any member of staff who has access to sensitive information about a child or the child's family must take all reasonable steps to ensure that such information is only disclosed to those people who need to know. Regardless of the duty of confidentiality, if any member of staff has reason to believe that a child may be suffering harm, or be at risk of harm, their duty is to forward this information without delay to the DSL. All child protection concerns are recorded and stored securely by the DSL.

7. Other safeguarding policies

Our staff have further internal procedure guidelines on how to recognise safeguarding issues, which form a part of our safeguarding training. As well as ensuring that child protection concerns are addressed, we will also ensure that children who attend the school are kept safe from harm whilst they are in our charge.

To this end, this policy must be seen in light of the Company's following policies:

- Staff guidelines on child protection and safeguarding
- Policy on the recruitment of ex-offenders
- Policy on abusive behaviour towards students
- Policy on bullying towards students
- Policy on first aid and administration of medicine
- Policy on Risk Assessments
- Policy on health & safety
- Policy & procedures for students with special needs, including SEN and LDD
- Policy on equal opportunities

- Policy on mental health issues
- Core British values
- Policy on E-safety
- Policy on staff use of social networking
- Policy on the use of physical restraint by staff

Reviewed: Jan 20



POLICY ON STUDENT ATTENDANCE

Studio regards consistent attendance at school as critical to a student's success and the achievement of their learning goals. However, we review each absence on a case by case basis, considering factors such as age, the identity of the fee-payer, the type of student (exam, intensive, short term, long term, group student etc) and the individual circumstances.

Studio ensures that the monitoring of student attendance and the reporting procedure relating to the student's non-attendance, is fully compliant with the UK Visas and Immigration Regulations.

Studio ensures that the reporting procedures fulfil all duty of care obligations and sponsors/parents are notified, where appropriate, if attendance lapses.

We reserve the right to ask any student, whose course attendance is unsatisfactory, to leave the programme. In this case, no refund of fees will be made.

Procedure for individuals on Intensive English Courses and the Sir George Programme

Teachers record attendance data on paper registers daily. This is transferred to the students' electronic record by the Director of Studies (DoS). Students are marked as absent if they are not in class. This is regardless of sickness, organised trips, appointments etc. If a student is ill and unable to come to school, they should inform the school. The HoPC will record this on the electronic Absence Log and will inform the Welfare Group via email.

For students aged 18 and over

If a student aged 18 or over is absent for 3 consecutive days, teachers notify the Head of Pastoral Care (HoPC). The HoPC, in liaison with the Accommodation team, telephones the student to check on their wellbeing and ask them to come to school. If the HoPC is unable to get hold of the student, the Homestay Provider will be contacted.

The DoS speaks with any student aged 18 and over whose attendance is below 50% in any week to find out the reason for low attendance. The DoS reminds students of the importance of attendance.

Students on a Tier 4 visa: If the student does not return or does not provide a satisfactory reason for absence i.e. the absence is unauthorised, after 10 consecutive days of absence, any Tier 4 students may have their sponsorship withdrawn. The UKVI is notified.

For students under 18 - punctuality and attendance

Students under 18 are required to have 100% attendance for lessons, guided study and compulsory activities. Students register every morning with the HoPC in Reception before the start of their lesson at 9.15am. The HoPC keeps an up-to-date, accurate electronic record of this information.

Punctuality

Students are aware of their responsibility to register at Reception before going to class. Students are marked as late if they arrive after 9.15am. The HoPC keeps an electronic record of lateness. The time of arrival is always noted as well as the reason provided. If the student does not have good reason for lateness, the HoPC will remind the student that punctuality is a basic requirement that must be adhered to. If the student has good reason for lateness, they will be reminded that they must inform the school when they are on their way. Students are advised on this procedure during their one-to-one Welfare meeting with the HoPC on their first day. They are advised to telephone Reception on the number provided on their lanyard.

Persistent lateness is taken seriously. If a student under 18 is more than 30 minutes late 3 times in 1 week, the HoPC will commence an Attendance Plan for 1 week initially. Expectations around punctuality are reiterated. The student signs this document and must report to Reception by 9am each morning. The HoPC will review the arrangement with the student at the end of the week and will provide support as required. The degree of support is likely to vary case by case and in some instances, parents and agents may be notified.

Attendance

Teachers record daily attendance data on paper registers. Students are registered in class at 9.15am. The HoPC completes daily, whole-school registration at 9.30am whereby paper registers are collected from all occupied classrooms. If a student under the age of 18 is absent, the HoPC will attempt to contact the student directly on their mobile telephone number. If the HoPC is unable to reach the student, the homestay provided is then contacted and the whereabouts of the student is discussed. The process of contacting a missing under 18 year olds must be started within 30 minutes from the start of the entire registration process.

The HoPC sends a daily email to the Welfare Group by 10.15am if possible, with the names of any missing students. The HoPC also updates the Absence Log.

Sir George students - guided study

All students on the Sir George Programme (14 – 17 year olds) are required to have 100% attendance for lessons and for the 4 Guided Study sessions each week (Monday to Thursday). The HoPC provides the Learning Centre Manager with a daily register for Guided Study. Students are expected to attend from 3.30pm until 4.15pm. Students receive a Studio stamp on their timetable at the end of each session. The HoPC checks individual student attendance to Guided Study as students register before class. In case of non-attendance, the HoPC or DoS will talk to individual students as deemed necessary.

Under 18s planned absence

The HoPC will always be aware of any planned absence (holiday, compassionate leave, appointments etc) and will keep accurate, up-to-date records on the Absence Log. The HoPC will inform the DoS of planned absence from lessons.

Procedure for mini-stay group students

Teachers record attendance data on paper registers daily. The registers are filed and stored by the DoS. Students are marked as absent if they are not in class. This is regardless of sickness, organised trips, appointments etc. The HoPC completes daily, whole-school registration at 9.30am whereby paper registers are collected from all occupied classrooms. During this process, teachers verbally inform the HoPC of any absence.

The Group Coordinator or HoPC contacts the Group Leader and/or the student's host family to find out the reason for the student's absence.

If the student's absence is unauthorised, he or she will be spoken to by the Group Leader, Group Coordinator or HoPC as necessary. The HoPC is responsible for recording the absence on the Absence Log and for informing the Welfare Group via email if the student is under 18.

Procedure for Summer Camps

Attendance is the overall responsibility of the camp's Welfare Officer.

Students on summer camps are expected to attend all lessons, compulsory activities and excursions unless they have prior permission to be absent. Students are marked as absent if they are not in class. This is regardless of sickness, organised trips, appointments etc. Teachers record attendance data on paper registers daily and the registers are filed and kept by the Teaching Coordinator. The Welfare Officer (WO) checks the classrooms or the registers each morning for absentees.

If a student is absent for any lesson, the WO follows the following procedure:

- Students are told to inform the school via their homestay host or House Manager if they are unwell and can't make it into school.
- If an absent student has not informed the school:
 - If the student is in on-site accommodation, the WO will go to their room to ask why they are absent. This should not happen because the House Manager checks the bedrooms after breakfast.
 - If the student is in off-site accommodation, the WO phones the student's homestay host or House Manager to find out the reason for the absence. If a student does not have a good reason to be absent, they will be asked to go to school immediately.
- The WO asks the student to come to their office to explain the reason for the absence. If the reason is acceptable but the student knew in advance, he or she will be reminded to inform us in advance if they need to be absent. If the reason is not acceptable, the student is given a warning. Depending

on the circumstances the warning may be an official warning in the form of a 'yellow card'. If absence is repeated more serious warnings are given - red card, put on report - and the student may be sent home from their course early.

Reviewed: Jan 2019 by ALLE DEB

POLICY AND PROCEDURES FOR STUDENTS WITH SPECIAL NEEDS INCLUDES SPECIAL EDUCATIONAL NEEDS OR LEARNING DIFFICULTIES AND DISABILITIES



1. Enrolment of students with special needs (SN), special education needs (SEN) or learning difficulties and disabilities (LDD)

Students are required in our terms and conditions to tell us about any special needs prior to enrolment. When students enrol they are asked to complete a registration form which includes a question on special needs. This can include SEN, LDD or any other type of special need.

When the Sales team receives information about special needs they will consult with the Designated Safeguarding Lead, or if purely academic, the Academic Manager to decide whether we can accommodate the needs of the student. In addition, they may ask for further details from the student.

The Designated Safeguarding Lead and/or Academic Manager, in consultation with other relevant departments, will assess the individual's needs in the following areas (as necessary):

Academic

- Will this student be able to be taught by our teachers?
- Will any special provisions need to be made (for example, such as sitting close to the whiteboard)?

Accommodation

- Do we have a host family or residence that will be able to accommodate this student?
- Would the host family or residential staff need to do anything additional for this student?
- Will the student be able to travel from the accommodation to the school or would special provision need to be made?

Activities & excursions

- Will the student be able to participate fully in all activities and excursions?
- Would we be able to amend the activity / excursion programme in order to offer the activities & excursions that this student would be able to participate in?

Health & safety: access to buildings

- Will the student be able to access all the necessary parts of the buildings (classrooms, toilets, café, Learning Centre/computer room, activity rooms)?
- Is there anything additional that we would need to do to (for example, use a ground floor classroom)?

Medicines & allergies

- Can the student administer own medicines or do they need someone to help them?
- Does the student need somewhere to store medicines and if so, do we have somewhere fit for this purpose?
- If the student has allergies, should we undertake additional training for our staff (for example, how to use an Epi-pen)?

Food allergies

- Can a host family/residence accommodate the student's needs?
- Can the lunchtime provider accommodate the student's needs?

The Sales Team will then decide to:

- accept the student without reservation. They will pass the information on to the relevant members of staff

- accept the student with reservations. They will inform the student of the limitations of the service we will be able to provide and they will pass the information on to the relevant members of staff
- not accept the student if the course is not suitable for the student.

2. Members of staff who need to be informed of special needs

The Sales team will always inform the Designated Safeguarding Lead. Which other members of staff the Sales team tell about the student will depend on the nature of the special need but in general:

- Physical impairments such as mobility, visual and hearing impairments will be passed on to the Academic Manager, Operations Manager, the Sales Manager and the Director of Studies.
- Mental or behavioural impairments such as Asperger's or ADHD will be passed on to the Academic Manager, Operations Manager, the Sales Manager and the Director of Studies.
- LDD such as dyslexia, or SEN, such as being gifted or talented will be passed on to the Academic Manager.
- Any of the above impairments for students enrolled on summer camps will be passed on to the Head of Summer Camps, Operations Manager and Academic Manager who will be responsible for passing the information on to the relevant summer and senior staff.

3. Provision for students with special needs

The Accommodation, Academic and Operations departments will make suitable provision for students with special needs. They will pass information on to relevant staff as deemed necessary.

i. Health and Safety

The Health and Safety and Welfare groups will discuss what provision will need to be made:

- to enable the student to travel to and from school
- to gain access to the school and to make use of its facilities

For students on camps, the Summer Planning Group will discuss what provision will need to be made:

- to enable non-residential students to travel to and from school, to gain access to the school and to make use of its facilities
- to enable residential students to move around the school and to make use of its facilities

ii. Getting the most out of the course - students at Studio School

• Lessons

The Academic Manager and DoS will discuss the best ways to help the student get the most out of their lessons. Once the student has arrived the DoS will discuss these suggestions with the student and the student's teachers.

• Activities

The Operations Manager will discuss with the Student Services team the best ways to help the student get the most out of the activity programme and to ensure some suitable activities are included. The HoPC completes the Young Learner Weekend Plans document each week and communicates any special arrangements to the Student Services Team (mobility issues, required alternative walking routes).

• Homestay or residence

The Head of Accommodation Manager will discuss with the accommodation team the best ways to help the student get the most out of their accommodation and to help the host family or residential teams to support the student. The Accommodation team will then discuss these suggestions with the host family or residential team.

iii. Getting the most out of the course - students on Camps

The Course Director's Line Manager will discuss with the Course Director and Assistant Course Directors the best ways to help the student get the most of their lessons, activities and stay. The Course Director will pass this information on to the Teachers, Activity Organisers and Wardens. The Course Director will discuss these suggestions with the student and the student's GL as soon as possible after the student arrives but no later than the student's second day.

iv. Review of provision - students at Studio School

The Head of Pastoral Care, Head of Accommodation and/or Director of Studies (DoS) will make an appointment with the student for the second day to review the provision. If special provision is needed they will make weekly appointments with the student to review the provision for the first 4 weeks, then changing to 1 review per month for the remainder of the course. They will pass on any changes that need making in light of the review to the relevant members of staff

v. Review of provision - students on camps

The camp Course Director or Welfare Officer will make an appointment with the student for the second day to review the provision. If special provision is needed they will make weekly appointments with the student to review the provision for the first 4 weeks, then changing to 1 review per month for the remainder of the course. They will pass on any changes that need making in light of the review to the relevant members of staff.

4. Students with special needs who we have not been informed about before or at enrolment

Studio Cambridge does not have staff who are specialised to spot or diagnose SN, SEN or LDD. However, if a member of staff finds out or suspects that a student has SN, SEN or LDD, they should inform their line manager. The line manager should pass this information on to the Welfare Group.

The Welfare Group should appoint an appropriate member of staff to speak with the student and the student's group leader (if they have one) in order to find out more about the SN, SEN or LDD. If the student is a minor, the Welfare Group may also consult the student's parents or guardians.

The Welfare Group and senior management will then decide whether we can accommodate the needs of the student. They may do this in consultation with the Designated Safeguarding Lead, the Accommodation, Academic and Operations departments. The Welfare Group and senior management will decide to:

- allow the student to continue on their course without reservation. They will pass the information on to the relevant members of staff.
- allow the student to continue on their course with reservations. They will inform the student of the limitations of the service we will be able to provide and they will pass the information on to the relevant members of staff.
- make arrangements for the student to leave the school if they feel that we cannot accommodate the student's needs.

5. Some examples of provision made for students with special needs

For provision for students in lessons please refer to the Teaching Staff Handbook.

i. Lack of mobility / wheelchair users

- Host family with a ground floor bedroom and bathroom
- Widened doorways for access to the school
- Ground floor facilities such as classroom, café, toilet
- Activities that do not require mobility e.g. arts and crafts, film nights, venues with ground floors for social events

ii. Visual impairment

- Host family sensitive to the issues and with a suitable house
- A tour of the school highlighting potential difficulties
- Activities that do not require sight such as social activities, arts and crafts that can be done through touch
- A school and classroom buddy student

iii. Hearing impairment

- Host family sensitive to the issue
- Activities:
 - Demonstrating activities such as instructions for arts and crafts and rules for sports

iv. ADHD

- Host family sensitive to the issue
- Activities with movement e.g. sports, punting

v. Asperger's Syndrome

- Host family sensitive to the issue

vi. Down's syndrome

- Host family sensitive to the issue

Reviewed: Jan 2019 by LE, AL & RE

POLICY ON E-SAFETY

Overview

The primary focus of e-safety is child protection. It is important that we recognise, however, that e-safety risks are posed more by behaviour and values online than the technology itself. Our overall approach must be to allow, not to restrict access to technology. We need to empower learners to develop safe and responsible online behaviour to protect themselves. The aim of this policy is to give details of what Studio Cambridge does to promote the safe use of communication and digital technologies by students, with reference to other policies and procedures that support safe use.

Advice to staff on appropriate e-safety procedures and use of IT is covered in the staff handbook.

E-Safety for students

Students under the age of 18 are given guidance on how to stay safe on-line in their student handbook.

Anti-Bullying – cyberbullying

Guidance and the consequences for students involved in Cyberbullying are to be found in the School's Anti-Bullying Policy.

Sanctions

The major aim of the E-Safety Policy is to promote safe and effective use of communication and digital technologies, however, should sanctions be required, the school's disciplinary procedure would be implemented.

Use of mobile devices and school computers

The school facilitates a BYOD approach to technology, enabled by a robust Wi-Fi network. Those connecting devices to the network have to read the below information:

Wi-Fi and Computer Use Terms and Conditions

The code of conduct that applies to all activities on premises used by Studio Cambridge extends to online activities and behaviour in virtual environments. The same standards of respect, courtesy and tolerance for fellow students and staff are expected. Any type of bullying, harassment, attempts to embarrass, deceive or manipulate are unacceptable.

Codes of conduct specific to IT use:

- Nothing should be published online and no messages should be sent that the Company management would not also consider fully acceptable face to face in the real world. Opinions and comments about other members of the school community and the school itself are subject to the norms that govern school life in general.
- Viewing certain types of material such as racist, extremist, terrorist or pornographic texts or images is not acceptable. Content filters are in place on the Company's networks, but the dynamic nature of the internet means even the best filters cannot be guaranteed as 100% reliable, and in the last resort the responsibility lies with the user.
- Users must not attempt to download, install, modify or remove any software, bypass internet filtering systems, or place the system at risk of viruses through use of contaminated removable media.
- Downloading, sending or publishing material that violates copyright or data protection law is forbidden, as is copying other users' files without their express permission.
- Hardware must not be disconnected, adjusted, moved or unplugged without the permission of the IT staff.
- Users must not knowingly attempt to compromise the security of the system or take any actions that jeopardise the privacy of others. Impersonating another user by logging on with their credentials, attempting to bypass security settings to gain access to restricted or personal files, and sending unsolicited material to other users are not allowed.

Advice given to students when using social media

If anything you have seen or read disturbs you, you should tell a member of the Studio Welfare team.

You should not:

- give personal information such as address or phone number to strangers
- use a 'nickname' that includes your personal name or your age
- believe everything you read online
- use webcams with strangers
- arrange to meet a stranger
- post personal photos in public areas
- accept or post insults in any form (text, photo or video)
- answer messages from unknown sources
- download inappropriate links.

POLICY ON QUALITY ASSURANCE



Providing a quality service to our clients is an essential part of the Studio Cambridge ethos. Our aim is to continue to improve on the high quality of services we deliver.

We monitor and maintain our quality of service by:

- Informing students on their first day - via a talk and the welcome pack - who to contact in case of a problem
- Asking students throughout the welcome process on their first day to give us verbal feedback about the services we provide. This relates to their accommodation, transfer, testing, welcome talk etc.
- Offering students a chance to complete a feedback questionnaire at the end of their first week (in their welcome pack)
- Holding regular focus group meetings with students in order to get verbal feedback about all aspects of their stay
- Providing electronic end of course questionnaires to all leavers. These results are collated, reviewed and passed on to staff at regular meetings by senior management
- Meeting regularly with agents to seek feedback
- Holding homestay host social events to give hosts the opportunity to speak with and feedback to us in a relaxed, informal atmosphere
- Seeking homestay host feedback through an annual survey
- Analysing and maintaining a good nationality mix
- Seeking staff feedback through an annual employees survey

We aim to improve our service by:

- Following closely our British Council Accreditation Inspection reports, ISI inspection reports and IALC reports on areas where we can improve
- Asking staff at meetings for ideas
- Asking students for ideas at focus group sessions
- Holding regular teacher training in-service sessions
- Providing training sessions and opportunities for staff

Reviewed: Mar 2019 by LE & RM

POLICY ON EQUAL OPPORTUNITIES



Studio Cambridge is an equal opportunities company and we oppose all forms of unfair or unlawful discrimination. It is our policy that there should be no discrimination against, or harassment of, any student, employee, job applicant or client - either directly or indirectly on the grounds of:

- race, colour, nationality or national or ethnic origin ("race")
- sex
- marital status
- disability (e.g., a long term mental or physical impairment)
- sex change status
- sexual orientation
- religion or philosophical belief
- political belief
- trade union activity
- age

It is the responsibility of all those attending or employed on Studio courses to provide a good and harmonious study and social environment that offers fairness, respect, equal treatment and equal opportunities to all.

We are also committed to preventing discrimination of any kind against our employees, students or clients by third parties such as suppliers, facility providers, visitors or the general public.

The Company recognises its legal obligations under the Race Relations Act 1976, the Equal Pay Act 1970, the Sex Discrimination Acts 1975, 1986 and 1999, the Disability Discrimination Act 1999, the Rehabilitation of Offenders Act 1974, the Human Rights Act October 2000, and the Employment Equality (Age) Regulations 2006.

Breaches of the Company's equal opportunities policy and procedures and any unfair or unlawful discrimination will not be tolerated and will be dealt with under the Company's disciplinary procedures. In serious cases, this could lead to dismissal of the relevant individual

POLICY ON MENTAL HEALTH



Studio Cambridge is dedicated to supporting students who experience mental health issues while attending our courses and camps. All of our centres have a Head of Pastoral Care or a Welfare Officer who are available to give assistance in a confidential manner.

However, we are unable to accept students with significant mental health issues.

All students, parents or guardians must inform us at the time of booking of any mental health problems. We will discuss the issues and advise on whether the course or camp is appropriate and if suitable provision can be made to ensure the safeguarding of all parties concerned.

If we become aware of a significant mental health issue after the student arrives which was not declared to us in advance we will:

Contact the parents, guardians or ETO

Discuss the issues in depth

Decide if it is appropriate for the student to remain on the course

If the decision is made that we are not equipped to deal with a particular mental health issue the parents, guardians or ETO concerned will be informed and asked to make arrangements for the student to leave school.

We will make every attempt not to distress the student

CORE BRITISH VALUES



Studio Cambridge is an international, multicultural school and summer camp provider. We are dedicated to fostering a community environment in which people from around the world come to learn English with intellectual curiosity, cultural awareness and tolerance.

We aim to provide a safe, welcoming environment in which our students can improve their English language skills while gaining insight into British life, culture and heritage, both inside and outside of the classroom.

We fully subscribe to the UK Government's Prevent strategy and promote the core British values of:

- democracy
- the rule of law
- individual liberty
- mutual respect and tolerance of those with different faiths and beliefs

With this in mind, we aim to be ethnical, honest and fair and to treat our students, staff and service providers, with respect regardless of ability, age, gender, nationality, religion, race or any other defining characteristic

We are aware that some students or staff may hold or develop extremist views and prejudices which differ from the values and aims set out above. Where these come to light such extremes and prejudices will be challenged in line with our policy on staff conduct, student behaviour and the Studio code of conduct.

In line with the UK governments goals to prevent climate change, Studio Cambridge is also mindful of the company's responsibility to reduce the impact of our economic activities on the environment. We therefore promote green policies where possible and encourage our students to do the same.

Reviewed: Feb 2019 by RM & RE

STUDIO CAMBRIDGE STUDENT CODE OF CONDUCT



We ask students to:

- be respectful, positive and polite
- speak English as much as possible
- obey the rules of the school and UK laws
- respect the requests and rules of Studio staff
- respect the race, cultures and faiths of others
- be on time
- respect the buildings and furniture
- queue in an orderly manner
- respect the house rules made by hosts
- return to their accommodation before the curfew time (if there is one)
- carry the Studio emergency phone number at all times

While at school, we ask students NOT to:

- take food and drink (except water) into the classroom or Learning Centre
- use mobile phones during class time or activities
- play ball games (except in designated areas)
- run
- throw frisbees, balls, stones or any other objects (except in designated areas)
- sit on or block stairs
- block driveways or corridors
- fight (including play-fighting)
- climb fire escapes (except in an emergency)
- sit or lean on cars
- go onto our neighbours' property
- spit
- smoke
- drop chewing gum
- drop litter
- write on furniture or walls
- stand on furniture or walls

While in the UK students must NOT:

- buy alcohol (if aged under 18)
- buy cigarettes (if aged under 18)
- carry or use illegal drugs
- carry weapons or dangerous objects (such as knives)

POLICY ON COMPLAINTS PROCEDURE

Studio Cambridge takes all complaints seriously.

Usually such complaints are due to simple misunderstandings, miscommunications or cultural differences.

1. Complaints information and opportunities

We encourage a culture of communication and discussion within the company by:

Providing complaints procedure information to students via:

- Noticeboards
- Online company policy on the website
- Pre-arrival information
- Welcome packs
- Welcome talks

Providing feedback opportunities to students via:

- First day feedback discussions
- Questionnaires at the end of the first week
- End of course questionnaires
- Tutorials
- Social media
- Focus groups

Providing complaints procedure information to staff via:

- Noticeboards
- Staff handbooks
- Inductions

Providing feedback opportunities to staff via:

- Staff meetings
- In-service sessions
- Staff questionnaires
- Appraisals

Providing feedback opportunities to agents via:

- Communication with account management teams in Sales & Enrolments
- Agent newsletters
- Enrolment communications

2. Policy on dealing with complaints

When issues are brought to our attention our policy is to:

- Listen to, consider and act upon all complaints and suggestions
- Resolve issues in the best and fairest way we can
- To clearly communicate the outcome of this resolution with all parties concerned as quickly as possible
- To monitor and follow up on any consequences of our actions
- To feedback to relevant parties (such as staff) on the resolution of the issue
- Use any issues that arise as an opportunity to review and improve our procedures